

- ☐ **ADA Compliant** – ADA Checklist Completed by Rehabilitation Technology Staff

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**Facility**

- ☐ Facility is located in an area convenient for customers

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- ☐ The center provides free parking that is adequate for average level of customer traffic

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- ☐ The center is clean and serviceable

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- ☐ Furnishings are uniform and in good repair

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- ☐ Restrooms are clean and well maintained

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- ☐ The exterior of the building is clean and well maintained

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- ☐ Adequate private space is available within the Center to afford privacy when required

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- ☐ Classroom and training space is available within the Center

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- ☐ A computer lab for customer use is available within the Center

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- ☐ A conference room for meetings and events is available within the Center

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- ☐ A resource room that allows for customer privacy and capacity to handle customer traffic is available within the Center

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- ☐ The Center is well laid out to manage and direct traffic flow

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- ☐ The Center is able to be reconfigured to accommodate new or changing needs

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- ☐ A private break room for the staff is adequately supplied (refrigerator, microwave, basic kitchen supplies) within the Center

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## Staff Professionalism

- ☐ The front desk is staffed with a Greeter who is timely, friendly, professional, responsive and helpful and who is knowledgeable regarding customer flow

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- ☐ Staff maintains a professional, appropriate appearance

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- ☐ Staff wears Name Badges

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- ☐ Name badges reflect a “unified” service of the Center (not individual agencies)

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- ☐ All staff members display basic knowledge of all functional service in the office

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## Technical Equipment

- ☐ Public phone, fax machine and computers are available for customers in the Center

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- ☐ Center is equipped with appropriate computer services (server, hardware, software) and other technology-related infrastructure including web access

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- ☐ Infrastructure items, including office equipment, are shared among partners to eliminate duplication

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- ☐ Center is equipped with projectors and videoconferencing capabilities

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- ☐ Center is equipped with online capabilities to conduct training and testing

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- ☐ Laptops are available for travel to off-site locations

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## **Operational Practices**

- ☐ Hours of Operation are flexible and accommodating to the needs of customers

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- ☐ Centers monitor customer wait times and maintain records of customer wait times

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- ☐ Customers are made aware of expected wait times

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- ☐ Customers are provided alternative activities or options during waiting periods

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- ☐ It is standard practice to offer an Orientation to Services to every customer in variety of formats (in-person, video, written material, etc.)

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- ☐ Partners have a reliable presence in the Center (schedule of partner presence is verified)

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- ☐ Calendar that tracks staff schedules is accessible and kept up to date

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- ☐ The Resource Room is staffed with a knowledgeable staff person at all times

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- ☐ Customers are provided initial, less “formal” assessment to determine their needs and goals and inform service delivery planning

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- ☐ Public’s ability to reach staff in a timely manner is adequate

- ☐ Phones are answered by a live person
- ☐ Telephone Answering Service is understandable and easy to use
- ☐ Individual staff voicemail messages guarantee response time in a set number of hours

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## Safety and Security

- ☐ An emergency response plan is available to all staff that covers a variety of situations including but not limited to: fire, medical, weather and workplace violence and includes evacuation plans

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- ☐ There is record that all staff have received and reviewed emergency response plan

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- ☐ Escape routes are posted

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- ☐ Confidential information (both paper and electronic) for staff and customers is handled with care and locked securely when not in use

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## **Public Information**

Required Signage is Displayed:

Mandatory Federal Posters:

- ☐ Employee Polygraph Protection Notice
- ☐ Equal Employment Opportunity Commission/Age Discrimination
- ☐ Family and Medical Leave Act of 1993
- ☐ Federal Minimum Wage Notice
- ☐ Occupational Safety and Health Act - OSHA

Mandatory Kentucky Posters:

- ☐ Child Labor Law
- ☐ Equal Employment Opportunity
- ☐ Safety and Health Protection on the Job
- ☐ Unemployment Insurance Benefits
- ☐ Wage Discrimination Because of Sex
- ☐ Wage and Hour Laws

Documents can be ordered at : <http://www.oet.ky.gov/pubs/publications.htm>

- ☐ Signage in public areas provides useful directions and information

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- ☐ Marketing collateral promoting upcoming opportunities (Job Fairs, Workshops, Hiring Fairs, etc.) are displayed in public places

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- ☐ A variety of professionally produced brochures, pamphlets and other written materials are available for customer use

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- ☐ Information is available in alternative languages

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